
Skills

Communication:

- Bilingual English and French speaker
- Effective oral and written communication
- Adaptability in vocabulary and speaking style

Interpersonal:

- Empathic and patient listener
- Ability to work with diverse community members

Productivity:

- Multitasking and attention to detail
- Problem-solving and adaptability
- Ability to work under pressure and meet deadlines

Technical:

- Proficient in Microsoft Office

Experience

2018 – PRESENT

Registry Officer (current position) / Immigration and Refugee Board of Canada, Montreal (Quebec)

- Revise members' decisions and finalize files
- Prepare Court files
- Process requests received from internal and external clients
- Communicate with counsels and refugee claimants
- Provide administrative support
- Train/shadow new employees

Scheduling Officer / Immigration and Refugee Board of Canada, Montreal (Quebec)

- Verification of Basis of Claim Forms
- Schedule hearings
- Prepare Notices to Appear
- Provide explanations/clarifications to counsels and refugee claimants

Hearing Support Assistant / Immigration and Refugee Board of Canada, Montreal (Quebec)

- Data entry
- Review and distribute incoming correspondence and determine urgency
- Provide a variety of general support

2017 – 2018

Taxpayer Service Agent / Canada Revenue Agency, Montreal (Quebec)

- Provide explanations and/or clarification to clients over the telephone in response to their inquiries
- Gather information from taxpayers to establish the precise nature of their request
- Research possible responses or solutions using a variety of internal and external information sources

2008 – 2016

Head Cashier / Provigo, Montreal (Quebec)

- Tally up sales totals at the end of the day
- Submit reports on incoming and outgoing cash, debit, and credit transactions
- Process cash transactions and maintain cash drawer balances according to company policies
- Train new cashiers

Education

2024

TEFL Certification / The TEFL Academy

2015

Bachelor of Arts, Major in Political Science / Concordia University, Montreal (Quebec)

Volunteer Work

05/2012 – 08/2012

French Language Facilitator / *La Maison de l'Amitié (community organization)*, Montreal (Quebec)

- Prepare and present materials
- Facilitate group animation